

MEMORANDUM

TO: Chairman Pat Miller
Director Debi Tate
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: July 11, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JUNE¹

Regulated utility complaints received and investigated in June	101
Non-regulated complaints received and investigated in June:	1
Number of follow-up investigations made in June:	364
Year-to-date regulated utility complaint total:	787
Number of Telemarketing complaints investigated in June:	26
Year-to-date Telemarketing complaints	190
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,973,426
Number of active telemarketing solicitors:	306
Number of Do Not Call Renewal Applications Approved	240
Number of Do Not Fax complaints investigated in June:	154
Year-to-date total of Do Not Fax complaints	590
Year-to-date total TDAP devices ordered:	812
Number of calls to MCI Relay Center Intrastate: 44,185	Interstate: 6,297 50,482

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in June 2005)

Telephone Company's

1. BellSouth	44
2. Crockett	1
3. Frontier/Citizens	3
4. Sprint United	5
5. West Tennessee Telephone	1

CLECS

1. AT&T Business	2
2. AT&T Slam	1
3. BTI	2
4. MCI	5
5. Momentum	1
6. Nuvox/Trivergent	1
7. Z-Tel	1

Long Distance Companies

1. AT&T Residential	11
2. AT&T Slam	1
3. BellSouth	1
4. Covista	5
5. MCI	4
6. Sprint	1

Gas, Water & Electric

1. Atlanta Gas	1
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Resellers

1. Angles	1
2. Budget Phone	1
3. Evercom	1
4. Excel	2
5. Member's Edge	1
6. Opticom	1
7. Paytel	1
8. Q-Tel	1
9. US Telecom Long Distance	1

Regulated Complaints for NR Companies

1. Time Warner Cable	1
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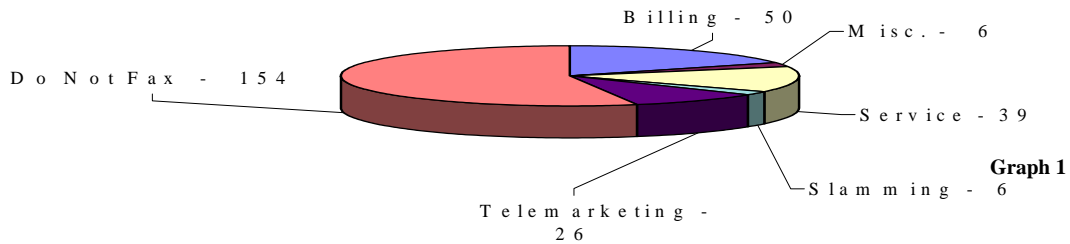
Non Regulated Complaints

1. BellSouth	1
2. Cingular Wireless	1

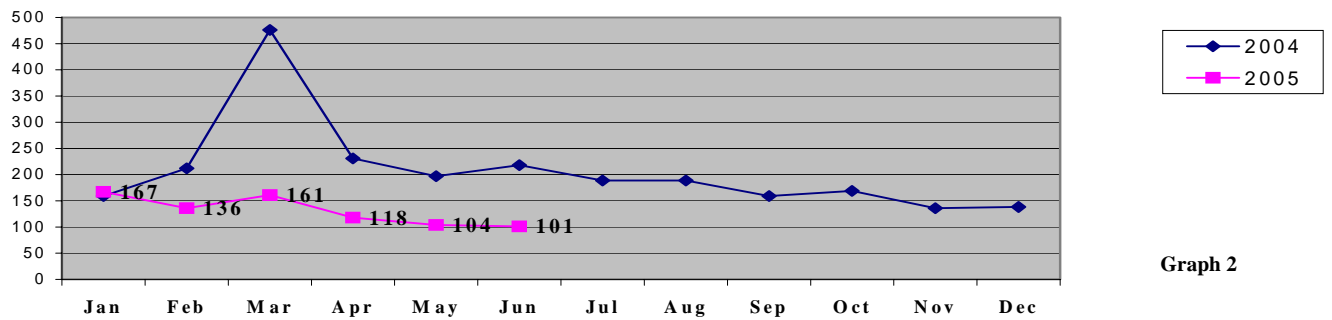
Billing Agents

1. Integretel	1
2. ILD Telecommunications	3

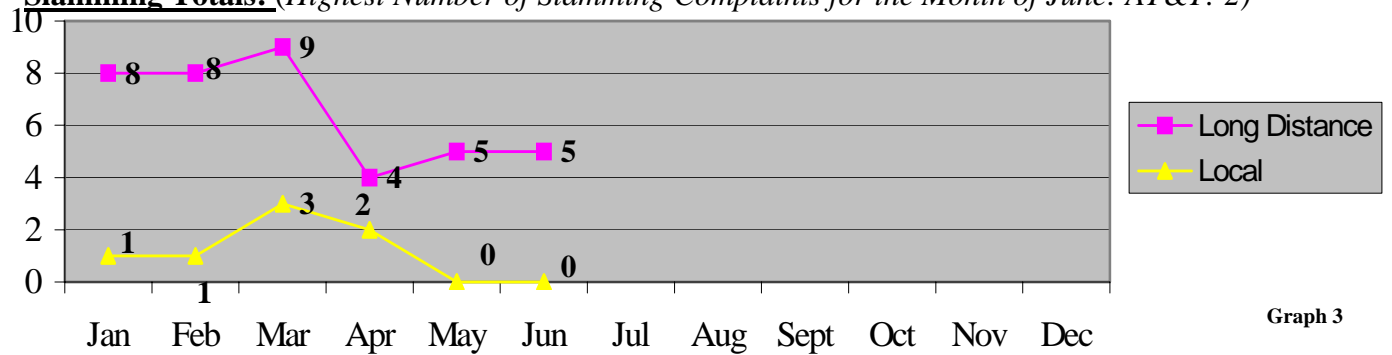
Regulated Complaint Totals for June:



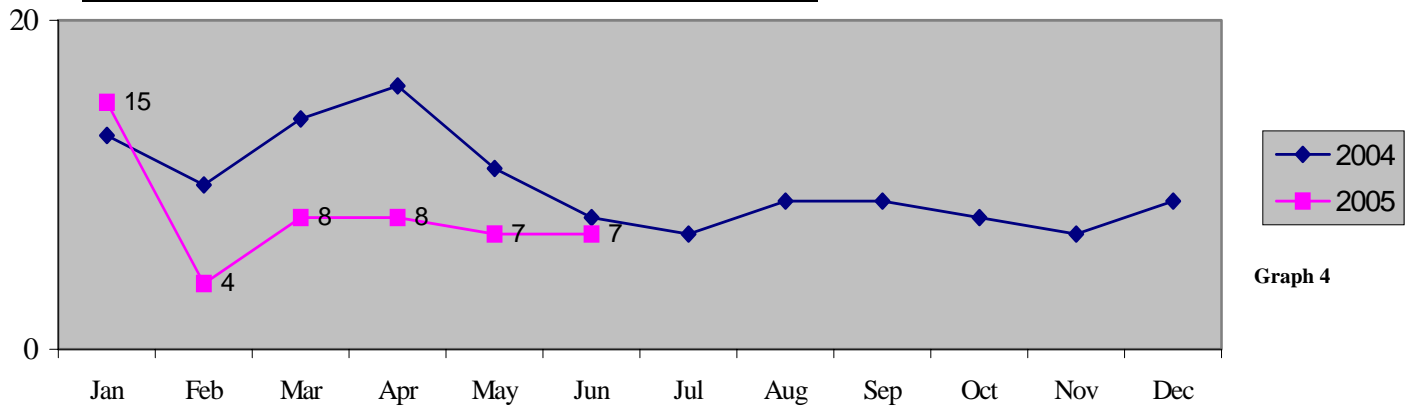
Regulated Utility Complaints from 2004 -2005:



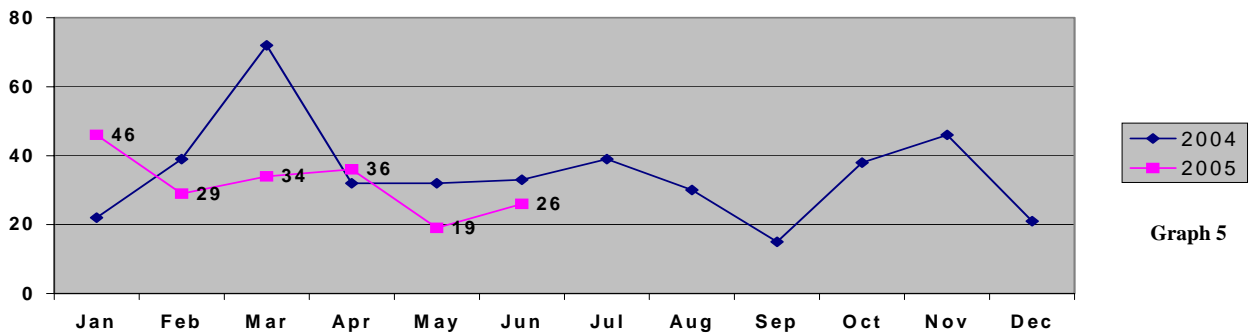
Slamming Totals: (Highest Number of Slamming Complaints for the Month of June: AT&T: 2)



County Wide Calling Complaints from 2004 and 2005

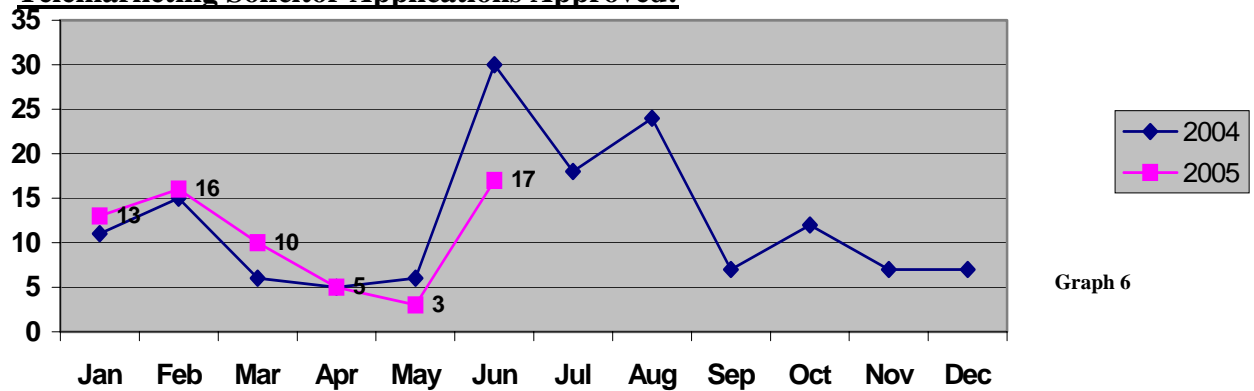


Telemarketing Complaints: *(Dura Shield & Vacation Grand Getaways: 2 each)*



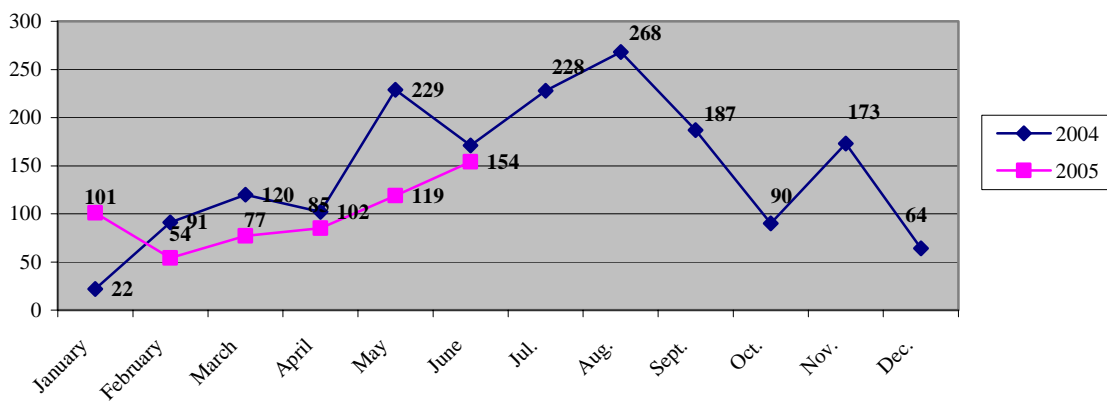
Graph 5

Telemarketing Solicitor Applications Approved:



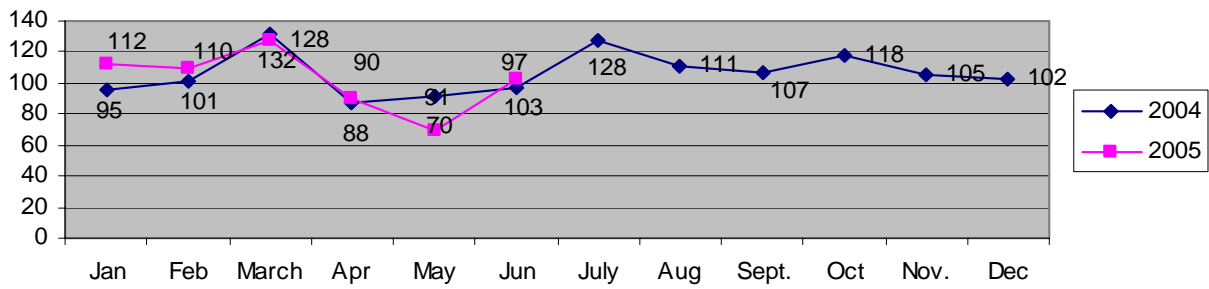
Graph 6

2005 Do Not Fax Complaints



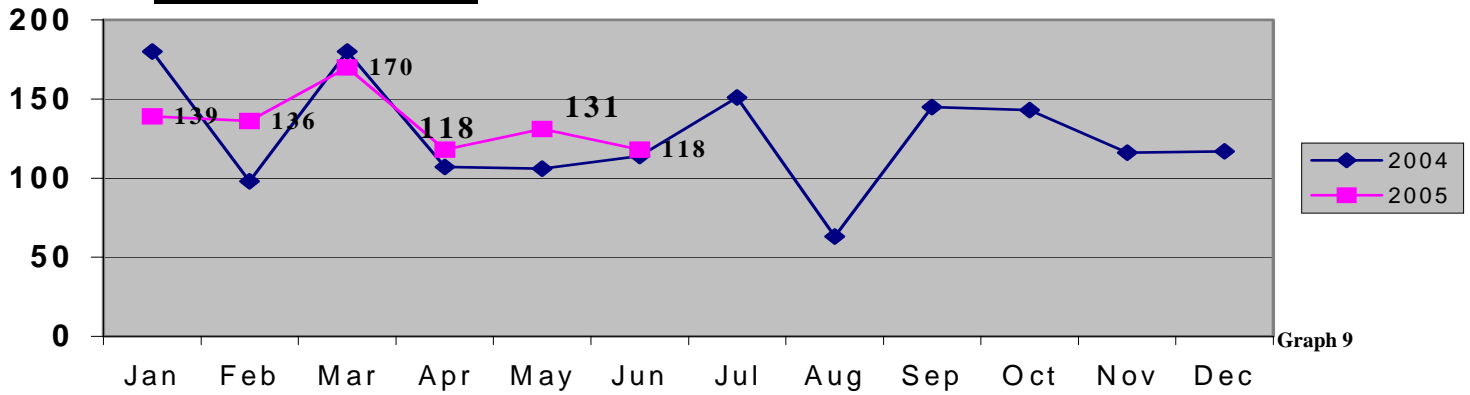
Graph 7

TDAP Applications Approved



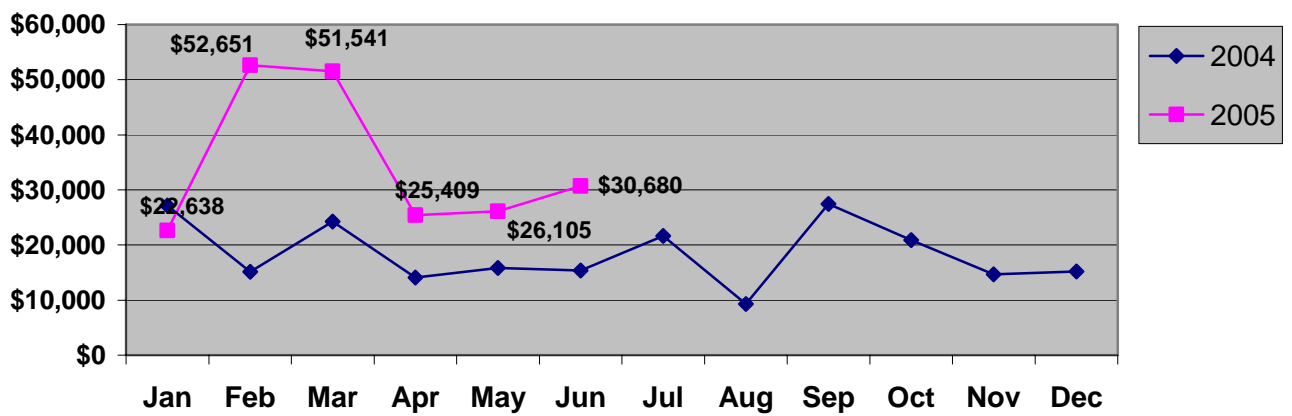
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

